



Annual Report
Utah Department of Workforce Services

2000

Included in this report:

- *Key Business Process Measures*
- *Top Accomplishments*
- *Month by Month Summaries*
- *Distinguished Employees*
- *Successful Customers*



It is with much pride that we present the 2000 Annual Report of the Department of Workforce Services (DWS). Now more than ever, we are setting the national standard of a high-quality workforce by connecting employers and job seekers.

DWS, along with the State Council on Workforce Services, has created "Utah's Job Connection;" a customer focused system with enhanced services via the telephone or the Internet.

We hope you will enjoy reading about our improved services and accomplishments for the year 2000. For more detailed information, visit us at www.dws.state.ut.us.



A handwritten signature in black ink that reads "Robert C. Gross".

Robert C. Gross, Executive Director



A handwritten signature in black ink that reads "Randy C. Emery".

*Randy C. Emery, Chair
State Council on Workforce Services*

*Utah Department of Workforce Services
Utah's Job Connection
140 E. 300 S.
Salt Lake City, UT 84111
(801) 526-9210*

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*“Utah has succeeded
streamlining the
governing structure of
its employment and
training system*

*A Follow-up Review of Utah
Employment and Training
Programs, Legislative Audit
Report August 2006*



Jack Trout, author of *Differentiate or Die*, addresses the audience at the 2nd Annual Utah Employer Conference

Introduction

The Department of Workforce Services (DWS) is *Utah's Job Connection*, the product of Utah's bold vision for the future of quality workforce development. It is a consolidation of all employment related functions into a comprehensive service delivery system. Simply stated, we connect job seekers with employers, who can now access services without the confusion and burden of working with multiple agencies.

States are experimenting with coordination or consolidation of workforce development services on different levels, but Utah has completely integrated its system. DWS is recognized as a national leader for this integration and innovation and has received several honors including the prestigious National Alliance of Business' "State of the Year" award in 1996.

the services they need in an environment that is matched for look and feel from office to office. All ECs offer the same array of services and nearly 50 are strategically located throughout the state.

Utah's Job Connection is electronic, too. DWS exploits improvements in technology to deliver services any-time of the day or night. Our web-site, www.dws.state.ut.us, provides information on employment services, public information, links to employer sites and related search engines, labor market information, Unemployment Insurance (UI) details and more. A state-of-the-art UI call center allows employers and claimants to access and file information electronically, thus saving taxpayers time and money.

What do customers say? Every year, results from DWS surveys show that customers like the system much better than before consolida-

January at a glance

- *U.S. General Accounting Office visits Utah's One-Stops to gather best practices information*
- *Wyoming Governor's Cabinet visits Utah as they look toward a similar organizational structure*
- *2nd Annual Utah Employer Conference held at the University of Utah*

DWS is about customer choice, service, and performance. Utah was the first state to consolidate employment and welfare programs and to establish a statewide system of "one-stop" employment centers (ECs). Here, customers can easily access

tion. In fact, each year satisfaction increases, making *Utah's Job Connection* a true success.

The State Council on Workforce Services, also known as the State Workforce Investment Board, works hand in hand with DWS to develop

and implement plans to improve program performance and customer satisfaction and to oversee workforce service activities. The 18 member council, along with the eight Regional Councils on Workforce Services, had a tremendous year. Below is a summary of its activities, followed by various reports for DWS programs and regions for the year 2000.

Summary of State Council Activities

The State Council on Workforce Services started the new millennium by hosting a January forum with the regional councils to identify priorities for the coming two years. The list included:

- Business and employer services
- Quality and accessible child care
- Customer training services
- Services marketing and outreach
- Employment supportive services

From these and subsequent meetings, the council drafted the strategic direction and goals for a workforce services operational business plan. Key performance measures were adopted to ensure the council,

along with DWS, met its goals.

Many of the council's goals focused on implementation of the Workforce Investment Act (WIA), which mandates changes in the philosophy and service delivery system of employment and training programs. Since Utah was one of only a few states to implement WIA early, DWS and the council had already exceeded WIA's mandate by integrating programs into a customer-responsive system of one-stop employment centers.

This year, the council added a youth services oversight component, the State Youth Council, to ensure youth access to this workforce development system.

Customers receiving employment supportive services are particularly important to the council. The council monitored caseloads for the state's time-limited, cash-assistance Family Employment Program (FEP). It digested research on the subject, including the University of Utah's Social Research Institute's second long-term welfare recipient study, in an effort to understand the barriers to success customers face.



Robert Gross (center) testifies before the House Ways and Means' Subcommittee on Human Resources about UI/ES reform.

February at a glance

- Nebraska officials visit DWS to explore the success of Utah's system
- ICESA President Robert Gross testifies before the House Ways and Means' Subcommittee on Human Resources about Unemployment Insurance and Employment Services (UI/ES) Reform

March/ April

at a glance

- *DWS and Salt Lake Community Shelter host public job fair*
- *DWS opens "Store Front" office in Magna*
- *DWS provides opportunities for input on long-term TANF study*
- *Salt Lake employer Nicholas & Company recognized by the International Association of Personnel in Employment (IAPES)*
- *Nebraska Department of Labor invites DWS to speak to their Human Services Department*

When Utah was awarded \$2.6 million by the federal government as a bonus for moving customers from "welfare to work," the state and regional councils hosted public meetings in many communities to gather recommendations on the best way to utilize the bonus.

Recognizing that the surplus accruing in the Temporary Assistance to Needy Families (TANF) federal block grant may not all be needed as a "rainy day" fund, the state and regional councils submitted priorities to the Governor for uses of this money to further ensure the success of the families eligible for public assistance and employment supportive services.

The council also crafted a marketing and outreach plan touting the wide array of services offered for both job seekers and employers alike. This will help to improve the visibility of workforce service efforts in Utah.

In a national effort, the council adopted a well circulated resolution in support of federal reform of the unemployment insurance and employment service system administered by the states.

In partnership with economic development, public education, higher education, and vocational rehabilitation, the council developed a workforce improvement plan to guarantee the development of a

workforce that meets the needs of employers in the new millennium.

In order to connect with the communities and customers it served throughout the year, the council held open and public meetings in Salt Lake City, Logan, and St. George.



Governor Leavitt signs proclamation for "Employees of Workforce Services Week" while Randy Emery, Chair, State Council on Workforce Services, looks on.

Chairman Randy Emery of First Security Insurance met with visitors and dignitaries from other states and foreign countries who visited Utah to research the workforce development system and the council's role. Mr. Emery was a featured speaker this year at the annual National Association of Workforce Board Chairs Meeting, the Interstate Conference of Employment Security Agencies' (ICESA) Winter Policy

Forum, and their annual conference in Salt Lake City. He testified before the Utah State Legislature's Workforce Services Interim Committee and proudly received the Governor's proclamation of "Employees in Workforce Services Week" in September.

The council ended the year by hosting the first conference custom designed for state and regional council members. Important quarterly business was conducted, and national experts on board governance, welfare reform, and workforce development were invited to provide up-to-the-minute news. The conference concluded with a call-to-action by Lt. Governor Olene Walker.

Council members will undoubtedly look to the successes of the past year as they continue to build a strong framework that will provide the best workforce development system ever. Activities of the council can be tracked at www.dws.state.ut.us.

Key Business Process Measures

DWS spent a large part of the past year solidifying how to measure success. As a result, a process was implemented to measure performance accountability for all programs and services. Success at DWS is achieved by:

1. Identifying key business processes associated with programs and services

2. Determining "key indicators" (measures) of performance that impact key business processes

3. Measuring indicators of performance and providing continuous feedback to management teams at all levels

4. Creating and implementing business and performance plans to improve specific key business processes

The key business processes are "those processes which produce the most critical results for our customers and which, if not accomplished successfully, would mean failure of our organization's mission. They include both operational and support processes." Specific key operational and support processes have been identified as shown to the right.

Additionally, measures for each key operational process have been identified. Many of these measures are calculated at different intervals (monthly, quarterly and annually) in order to provide DWS managers and stakeholders with timely data to assist them in their duties. Business and performance plans at all levels of DWS are impacted by performance measures.

Charts depicting a sampling of outcomes are shown on the next few pages. For a more detailed summary of performance measures, please visit our website at: [www.dws.state.ut.us/PI/Annual\(PY98-99\).pdf](http://www.dws.state.ut.us/PI/Annual(PY98-99).pdf).

Key Operational Processes

- *Employer Services*
- *Employment Exchange for Job Seekers*
- *Employment Counseling*
- *Eligibility Services*
- *Services to Insured Workers*

Key Support Processes

- *Technology Integration Process*
- *Service and Policy Development Process*
- *Service Funding Process*
- *Appeals Process*
- *Facilities Service Process*
- *Employee Process*
- *External Mail Distribution Process*

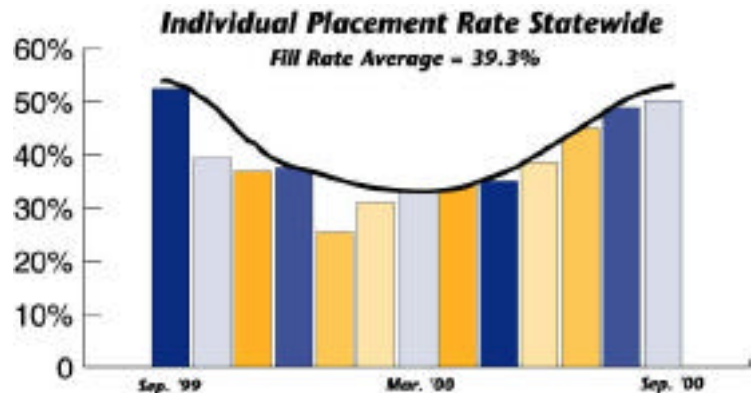
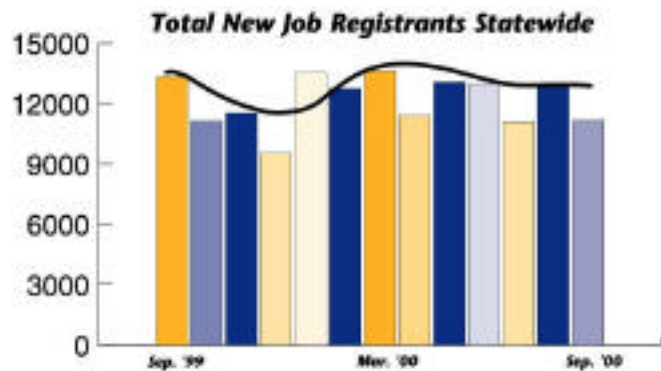
"DWS is an agency highly committed to improving customer services."

*Legislative Audit Report
August 2000*

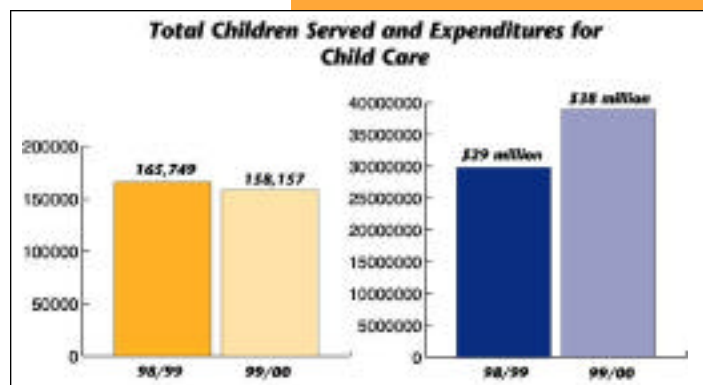
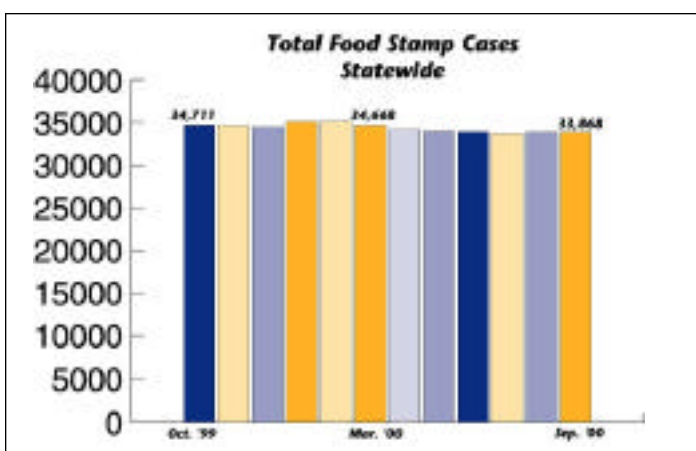
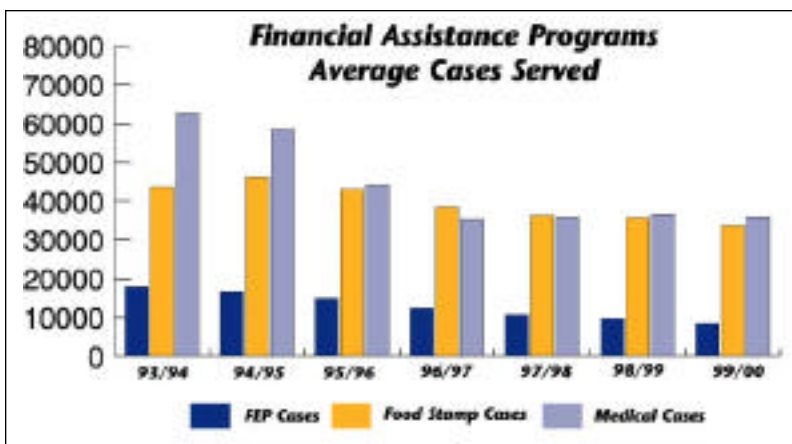
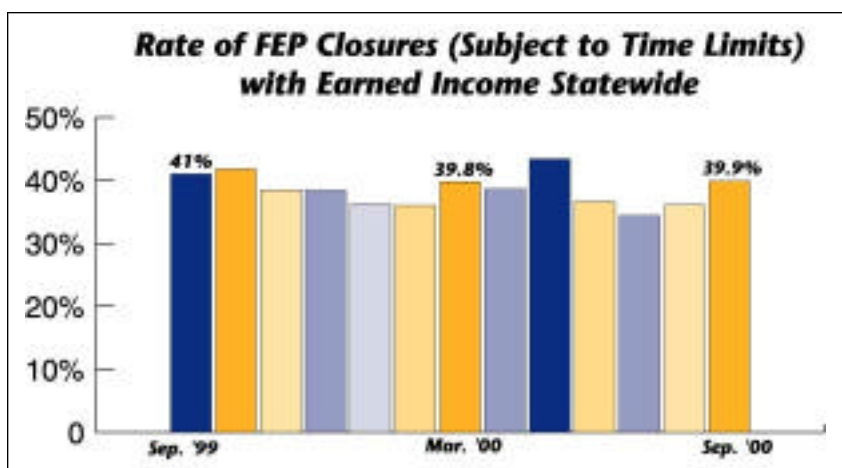
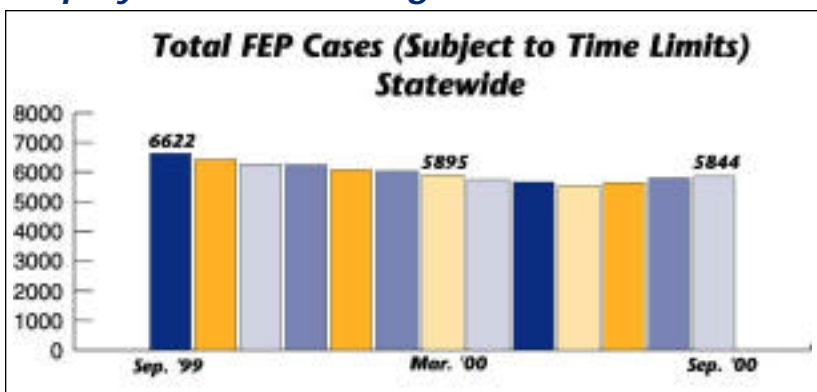
Employer Services



Employment Exchange for Job Seekers



Employment Counseling



May/ June at a glance

- *UI Improves functionality of their web page*
- *Third study commissioned through University of Utah's Social Research Institute on the impact of time-limits on TANF recipients*
- *2000 Service Provider Survey deemed a success*
- *DWS' economists voted "Best in the West" by the U.S. Bureau of Labor Statistics*

The mission of the Office of Child Care is to help families be successful in the workforce through a quality child care support system.

Office of Child Care

The Office of Child Care (OCC) assists families in being successful in the workforce. The OCC focuses on four program areas, which address and support the needs of the family:

- Work/Life Development
- Child Care Resource & Referral (CCR&R)
- Out of School-Time Programs
- Training & Professional Development

Work/Life Development

Each year, Utah's Top Ten Most Family-Friendly Companies are recognized at the annual Utah Employer Conference in January. The selected Top Ten Companies have developed work/life policies and initiatives which are proven to increase employee productivity, recruitment, retention and morale. Employers are recognizing the need to support and address the work/life needs of their employees.

The OCC recently lent administrative and technical support to the Governor's Business Commission on Child Care. The recommendations were announced at a press conference and accepted by Governor Leavitt. The Governor expressed support of the existing work of the OCC as well as the potential for future business and private partnerships in addressing child care as a business imperative.

Child Care Resource & Referral

There are contracts currently in

place with six regional, community-based Child Care Resource and Referral (CCR&R) Agencies to provide child care referrals and consumer information to families and employers. The agencies also recruit, train and retain child care providers. These contracts are held by Weber State University, the College of Eastern Utah, Utah State University, Utah Valley State College, Five County Association of Governments, and the Children's Service Society of Utah.

During FY 2000, over 12,000 calls for assistance from child care providers were responded to, and over 7,000 referrals were made to parents.

Out-of-School Time Programs

DWS contracts with 23 private and public program providers to help operate 63 school-age program sites in Utah. The OCC offers training and support to these programs and works to develop awareness and understanding of quality before-and after-school programs. Out-of-school time programs are essential to working parents. Both juvenile crime and victimization triple between 3 and 6 p.m., the hours after school when many children are unsupervised.

Training and Professional Development

The OCC promotes the Early Childhood Career Ladder, which has grown to include an additional level of training and certification for early childhood professionals. The Career Ladder Program recognizes and rewards child care providers for training completed beyond the minimum required to obtain a license.

There are now five possible levels of certification. The first three can be achieved through community-based training alone, while the last two require college level training. During the year a total of 394 Career Ladder certifications were awarded

to child care providers throughout the state. Utah joins a growing number of states throughout the United States who are working to improve the training and professional development of our early childhood workers.



Utah Attorney General Jan Graham presents Family-Friendly Company Awards at the 1999 Utah Employer Conference.

Unemployment Insurance

As the DWS vision indicates, Utah continues to set the national standard for delivery of unemployment insurance (UI) services to employers and claimants.

Employer Taxes

Passage of House Bill (H.B.) 345 was among the most significant events for UI in 2000. This legislation reduced state unemployment tax rates for most employers and resulted in \$20 million in savings for employers this year. Savings of \$120 million are projected over the next five years. About 73 percent of Utah's experience-rated employers now receive a minimum tax rate of 0.1 percent.

The law increased maximum

weekly benefits payable from 60 to 65 percent of the average insured weekly wage.

The maximum weekly benefit for 2001 will be \$355 for eligible claimants. H.B. 345 also lowered the adequate reserve requirement for the UI Reserve Fund. The fund is now required to maintain a balance sufficient to pay between 17 and 19 months of benefits.

New Hire Reporting

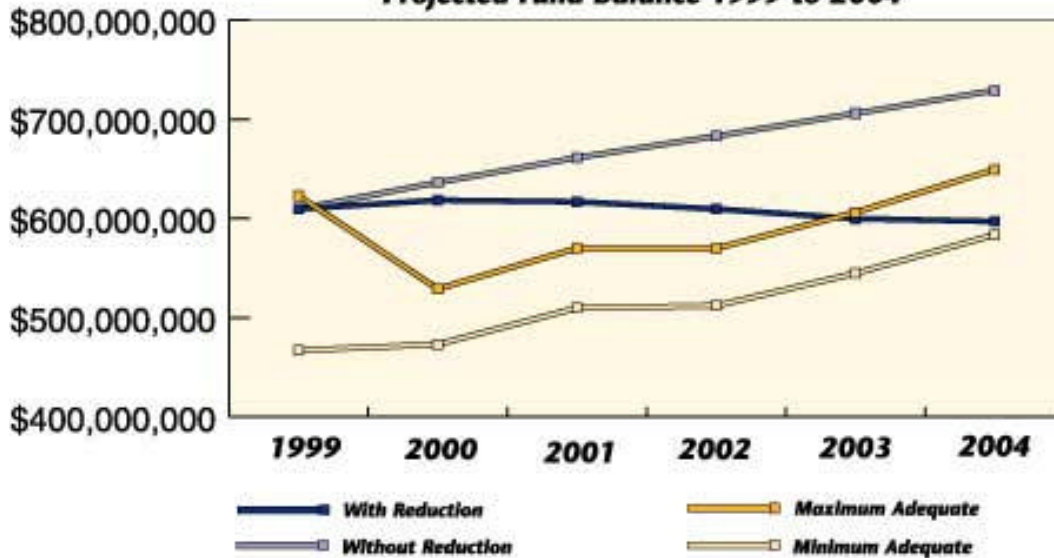
The New Hire Registry processed an average of 80,000 new hires each month in 2000. New hire information helped UI to detect unreported work and earnings.

Overpayments increased by 40 percent over the previous year. For the 12 month period November

Top Ten Most Family Friendly Companies for 2000

- **ARUP Laboratories**
- **Futura Industries**
- **OPTIONS for Independence**
- **America Online**
- **Attorney General's Office, Utah**
- **Employer Solutions Group**
- **Kencraft, Inc.**
- **PowerQuest Corp.**
- **Regence BlueCross BlueShield**
- **Your Community Connection**

Adequacy of Reserve Fund Projected Fund Balance 1999 to 2004



During the month of November, 7,000 new claims had been taken by Thanksgiving, with total claims for the year exceeding last year's by 13 percent. This year, completion of an initial claim took an average of 15 minutes, adjudication decisions were made 7

1999 to October 2000 overpayments and penalties based upon new hire information reached almost \$1.4 million.

Insured Worker Benefits

April 2000 marked the third birthday of centralized benefit operations and establishment of the Unemployment Insurance Claim Center (UICC). Again, the UICC received

days sooner, and weekly benefit checks arrived within 3 days of telephone certification. Telephone/data systems were consolidated to provide single number toll-free access for all Utah claimants.

Beginning in October, customers were offered direct deposit of UI benefits to their personal checking

July at a glance

- *Case management portions of the new UWORKS operating system are released*
- *Social Research Institute releases 2nd study on former long-term welfare recipients*
- *Regional Eligibility Service Centers up and running*

"rave reviews" with 90 percent of customers rating "overall satisfaction" a "4" or "5." An early winter caused telephone calls to the UICC to increase to about 260,000 for the year.

accounts. The option was chosen by about 25 percent of claimants.

National Performance

The Contributions Automated Tax System (CATS) was a finalist for the national ICESA Compass Award for

Leading Tools and Technology. Contributions received a \$200,000 grant from the Department of Labor to develop employer tax services on the Internet. Utah led the nation in several key performance areas relating to speed of benefit payments. This year, Utah has emerged as a leader in meeting new benefit quality standards to be implemented by the Department of Labor in 2002.

Workforce Investment Act

The Workforce Investment Act (WIA) was signed into law in 1998 and, according to the National Governor's Association, "rewrites current federal statutes governing programs of job training, adult education and literacy, and vocational rehabilitation, replacing them with streamlined and more flexible components of workforce development systems."

WIA significantly impacts the role of workforce services agencies by requiring them to provide employment and training services to the "universal customer" rather than to income-eligible participants, thus expanding the customer base to be served. Under WIA, DWS is required to provide at least three levels of employment and training services: Core, Intensive and Training.

Utah was one of only nine states to implement WIA early. This past year marks one full year of implementation for DWS. The purposes of WIA fit well with the definition of DWS as *Utah's Job Connection*. To help attain Utah's strategic economic and workforce development goals over the next five years, DWS looks at Utah's workforce system in terms of service delivery, youth services and partnerships.

Presently, each EC is structured using the One-Stop Delivery System concept as outlined in the WIA. Since DWS had a structure in place including many of the WIA partners, it was relatively easy to implement WIA provisions. Core, Intensive, and Training services provided DWS with a good way to describe and organize the different types of services already provided.

WIA Youth

One of the key components of WIA reform is improving services to vulnerable youth. The State Council on Workforce Services has appointed the State Youth Council to oversee service delivery to eligible youth. Rick Horne, Executive Director, R. Harold Burton Foundation, serves as chair of the council.



Robert Gross, center, proudly cuts the ribbon at the Central Region Eligibility Service Center Open House. Joining Mr. Gross are (from left to right) Stephen Maas, Vicki Varela, Clay Hiatt and Arthur Benjamin.

"I wanted to take a moment and thank you for the assistance...with job fairs and use of your facility for extensive pre-employment training...I have benefitted many, many times from [DWS'] assistance...In addition, I also attend your seminars and workshops to help me better serve my employees."

*Sarah Gloyn, HR Manager
Select Comfort Corporation*

“The Department has been most accommodating and has exceeded our expectations for managing high volume activity, multiple interviews, prescreening potential candidates, and marketing our opportunities externally...”

*Tina Evangelista
Corporate Sourcing Mgr.
Intel Corp.*

The system is designed to help low-income youth who need assistance to complete an educational program or to secure and keep employment. Comprehensive WIA youth services are available throughout the state. Each of the regions have a structure for delivering youth services based on the needs of youth in various communities within the regions. They are designed locally by the Regional Councils on Workforce Services, Regional Youth Councils, and DWS service delivery professionals.

Approximately 900 youth have been served during the current program year, which began July 1, 2000.

Upon receipt of a WARN notice or any information about a pending substantial layoff or plant closure the unit triggers a “Rapid Response Team” to quickly and efficiently gather appropriate state and local resources, ideally at the site of a dislocation event, to provide services to minimize the impact on dislocated workers, employers, and the community at large.

Workers displaced by substantial layoffs and plant closures are eligible to access employment and training services under Title I of WIA.

The Rapid Response Unit responded to 50 companies, impacting 6,259 workers. Of the 50 companies, 23



Ogden Air Logistics participated in a job fair organized after Novell announced a reduction in force. Major partners included OCM, DWS, Micron, Lee Hecht Harrison, the Daily Herald, and Provo City. More than 150 employers, more than 100 former Novell employees, and many other job seekers participated for a grand total of 1,048.

Dislocated Workers

The State Dislocated Worker Rapid Response Unit is responsible for pre-layoff and closure activities carried out by DWS. This unit, as mandated by WIA, is the single point of contact for layoff and closure notification information, including the Worker Adjustment and Retraining Notification Act (WARN), which requires a 60-day advance notice of layoff or closure for certain employers.

were the result of plant or facility closures, and 27 were the result of substantial layoffs. Out of the 50 companies, 13 issued WARN notices. One company was approved under the North American Free Trade Agreement Transitional Adjustment Assistance Program, an employment and training program for trade impacted workers.

Regional Council Reports

An overriding principle of DWS is that services be delivered in a locally-responsive manner while maintaining a statewide focus. Utah is a very diverse state with drastic differences in the needs of customers from community to community. Yet, service integrity relies on customers receiving equitable treatment in all areas. Therefore, the purpose of the Regional Councils on Workforce Services is to:

- Determine the locations of employment centers
- Develop regional workforce services plans
- Develop training priorities
- Work cooperatively with the State Council on Workforce Services
- Jointly, with DWS' executive director, appoint DWS' regional directors
- Coordinate the planning and delivery of workforce development services with public education, higher education, vocational rehabilitation, and human services

DWS has a five region administrative structure and an eight region planning structure. The five regions include:

1. North Region: Bear River Planning Region (Box Elder, Cache and Rich counties), and Three County Planning Region (Weber, Davis and Morgan counties);

2. Central Region: Salt Lake and Tooele counties;

3. Mountainland Region: Utah, Summit and Wasatch counties;

4. Eastern Region: Uintah Basin Planning Region (Duchesne, Uintah and Daggett counties), and Southeastern Planning Region (Carbon, Emery, Grand and San Juan counties); and

5. Western Region: Six County Planning Region (Juab, Millard, Piute, Wayne, Sanpete and Sevier counties) and Five County Planning Region (Iron, Washington, Beaver, Garfield and Kane counties).

The eight Regional Councils on Workforce Services had a tremendous year in 2000. Each of the regional councils played an integral role in the accomplishments of the department. One of the most notable activities the regional councils pursued this year was the determination of how to best use unobligated TANF dollars in local communities. Each of the regional councils immersed themselves in a process to identify how to prioritize these dollars while insuring local input.

Utah received a letter of commendation from the U.S. Department of Health and Human Services for doing an outstanding job in obligating these funds. DWS owes each of the regional councils a debt of gratitude for their commitment to this process.

Another major accomplishment of the regional councils was the formation of youth councils. The State Council on Workforce Services appointed its first Youth Council

August at a glance

- Positive Legislative Audit Released; DWS is successful in consolidation and efficiency efforts*
- State Council on Workforce Services endorses 2001 Marketing Plan*
- Food Stamp Reinvestment Plan submitted*



*From top to bottom:
Governor Leavitt speaks at the National
ICESA Conference held in Salt Lake City;
the USA ski jump team performs for
conference attendees; and a Native
American dancer entertains at
the Little America Hotel.*

this year as mandated WIA. In order to provide a holistic approach to serving local youth, most of the regions spent the year forming their own regional youth councils. These councils are key to ensuring a comprehensive service delivery system for youth exists in each region.

Following are highlights from each region:

Central Region

- Mickey Adams-Grames, Chair, Central Region Council on Workforce Services (CRCWS)
- Stephen Maas, Regional Director

On August 22, 2000, the CRCWS hosted an open house to promote the new Central Region Business Services Center located in Salt Lake City. The mission of the Business Services Center is to provide seamless delivery of all business related services in a single-stop environment.

The Business Services Center offers an assortment of resources including:

- A Business Library
- Unemployment Insurance Information
- Recruitment and Interviewing Publications
- Internet Recruitment Training
- Supervisor Training Programs
- Quarterly Luncheon Seminars

- Pre-Layoff Assistance
- Veterans' Services
- Training Rooms/Office Space

North Region

- Sandy Hatch, Chair, Wasatch North Regional Council
- Robert Bott, Chair, Bear River North Regional Council
- Michael Williamson, Acting Regional Director

The North Region actively engaged both of their regional councils to foster expanded partnerships with local post-secondary and educational institutions. Three separate "Letters of Agreement" were signed to ensure appropriate educational and supportive services were available (and that duplication of services was minimized or eliminated) to unemployed or under employed individuals.

The North Region also asked its councils to review existing facilities to address future needs. Careful review of demographic data indicated that two geographic areas in the region could benefit from a DWS presence: southern Weber County and southern Davis County.

Mountainland Region

- Kevin Crandall, Chair, Mountainland Regional Council
- Melissa Finch, Regional Director

The Mountainland Region had an abundance of innovative ideas dur-

September at a glance

- **DWS Hosts National ICESA Conference**
- **Governor Declares September "Employees in Workforce Services Month"**
- **Robert Gross transfers the gavel to new ICESA President Butch Lecuona, Nebraska**

ing the year 2000. In Utah County, a variety of pre-employment workshops usually provided in their local ECs, were moved “off-site” in order to provide better access for customers. Workshops are being hosted at local community action programs, housing agencies, and the Mountainland Applied Technology Center (MATC).

Western Region

- Karen Alvey, Co-Chair, Western Regional Council
- Paul Morgan, Co-Chair, Western Regional Council
- Jan Thompson, Regional Director

During 2000, the Western Region continued to improve its services to customers under the direction of the Western Regional Council. Economic expansion continued to keep DWS staff busy with Wal-Mart, CERRO, and the Providence Center (a retail development) all establishing new facilities in the region.

Most exciting however, is Western Region's GROW program. The Western Region contracts with the Five County Association of Governments to provide services under their \$3 million “Welfare-to-Work” or “GROW” grant.

This program provides specialized and intensive case management for long-term “welfare” recipients

throughout the region. The program has proven so successful that DWS staff were invited to present at a national Welfare-to-Work Conference; the only one out of 150 programs nationwide.

Eastern Region

- Sharon Wilkins, Chair, Uintah Basin Regional Council
- Bill Deal, Chair, Southeast Regional Council
- Judy Chambley, Regional Director

An explosion in the Willow Creek Mine led to a mass layoff in the Eastern Region which affected 319 people. Rapid Response teams were called in to meet with the mine's personnel to discuss unemployment insurance and other services offered by DWS. It is estimated that approximately 75 percent of the impacted workers sought assistance through the Price and Castle Dale ECs. Several impacted workers were able to relocate out of the area with assistance from DWS.

The Eastern Region received additional funds to assist with the dislocation of the miners from the Trail Mountain Mine which will be closing next year. Layoffs have begun and these funds will be used to re-



Although Janet Butterfield runs a one-person EC in Junction, Utah, customers can receive any and all services that are available at larger ECs.

October *at a glance*

- TANF surplus decision reached and presented to the Governor's Office of Planning & Budget
- DWS Celebrates National Customer Service Week

November/ December *at a glance*

- *Utah receives high scores for first level adjudication decision quality in recent UI Performs Evaluation*
- *Occupational Employment Statistics Survey begins; will provide information for recruiting and retaining workers*
- *Utah's labor surplus areas published*
- *DWS sponsors first non-food drive to offset Food Stamp Benefit changes*

train impacted workers and to ease the transition to new employment.

In Moab, EC staff participated in an Internet and Technology Expo, a forum for businesses to showcase how they utilize technology. The Moab EC demonstrated to employers and job seekers the variety of employment related services available on our website.

Lastly, the Uintah Basin spent a considerable amount of time this year improving relations with members of the Ute Tribe. A coordination committee was formed and includes members from the tribe, DWS, Vocational Rehabilitation, the Uintah Basin Applied Technology Center, the Northeastern Counseling Center (NCC) and others.

Budget Information

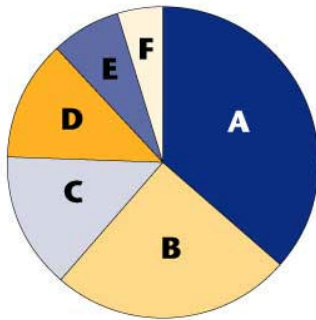
Although the legislature has granted flexibility to DWS by appropriating funds in one line item, federal funds are still earmarked for specific programs. DWS faces a unique challenge as a result, as it must continue to provide integrated services to customers while managing several federal funding streams along with the distinct program requirements and performance measures associated with the funding.

The amount of General Fund appropriated to DWS for state fiscal year (FY) 2001 is approximately \$40 million lower than FY 1996 when legislation established DWS. For FY 1997, the General Fund appropriated

General Fund Expenditures *For the year ending June 30, 2001*

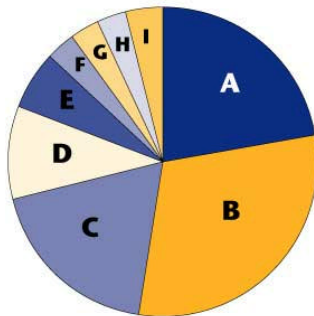
FISCAL YEAR 1996	\$59,064,300
FISCAL YEAR 1997	\$51,923,500
FISCAL YEAR 1998	\$47,564,800
FISCAL YEAR 1999	\$49,726,900
FISCAL YEAR 2000	\$51,466,200
FISCAL YEAR 2001	\$55,263,600

**FY 2001 General Funding
\$55,263,600**



A. TANF MOE 36.5%
B. Food Stamp Admin. 25.1%
C. Child Care Match/MOE 14.2%
D. General Assistance 12.3%
E. Medicaid 7.4%
F. Other 4.5%

**FY 2001 Federal Funding
\$342,131,000**



A. UI Benefits 30.3%
B. TANF 22.3%
C. Food Stamp Benefits 18.7%
D. Child Care 9.6%
E. UI Operations 6.0%
F. Food Stamp Admin. 3.2%
G. Wagner-Peyser 3.1%
H. WIA 2.9%
I. Other 3.8%

for the programs and services that would become part of DWS was reduced by \$6 million due to changes in state spending requirements associated with welfare reform. Then, for FY 1998, the first operating year for DWS, the legislature reduced the General Fund appropriated for the child care program by \$4 million.

the purposes of TANF and must be obligated before the block grant expires on September 30, 2002.

The State Council on Workforce Services established a process to determine how best to use these funds, and funding recommendations were presented to and approved by the Governor's Office of Planning and Budget.

Beginning in FY 1999, DWS saw its General Fund appropriation slowly increase. Increases have been received to ensure the viability of the General Assistance Program, to support employment services, to enhance Food Stamp fraud enforcement, to increase child care matching funds, and to fund a portion of the annual compensation package which included an employment counselor reclassification for FY 2001.

Declining case-loads in FEP, which are funded by a TANF block grant, led to a projected TANF surplus of \$28 million. (This surplus is often referred to as the TANF rainy day fund.) The surplus must be spent for

"Utah has succeeded in creating a more consumer-oriented employment and job training system."

*Legislative Audit Report
August 2000*



Top: Sharon Jacobson, second from the right, DWS' Pinnacle Award Winner poses with (from left to right) Virginia Smith, Robert Gross, and Melissa Finch; Bottom: Linda Salimeno, Manager of the Year, poses with Governor Leavitt.

Distinguished Employees

Two prestigious awards given annually at DWS are the Executive Director's Pinnacle Award and the Manager of the Year Award.

The Pinnacle Award nominee must demonstrate contributions to DWS through customer service, community service and character. The nominee's voluntary service to the community must be beyond any specific job related duties performed. The nominee must also model integrity and exemplary behavior. Sharon Jacobson of the Payson EC was chosen as this year's Pinnacle Award winner.

The Manager of the Year Award was designed to recognize exemplary public service leaders. Managers nominated must be first line supervisors. The winning manager automatically becomes a nominee

Customer Successes

Of the many, many customer success stories throughout the state of Utah, only a few could be highlighted in this report. It is the success of our customers and the hard work of employment counselors and others that makes DWS a successful organization.

Jason Romano is a young man who successfully turned his life around. Due to an earlier mistake, Jason spent part of his life incarcerated. Supported by those who saw promise and purpose in Jason, he sought and earned an opportunity to prove himself. Jason is now employed at Tooele's Flying "J" truck stop where he recently distinguished himself as "Employee of the Month" and is scheduled for a promotion, a raise and a promising career.

Distinguished Employees

- **Executive Director's Pinnacle Award Winner:** Sharon Jacobson, Payson EC
Runners-up: Debbie Fotheringham, Noral Ghoslin, Bev Hardy, Joyce Johnson, Pamela McIntyre and Sandy Terry
- **DWS Manager of the Year:** Linda Salimeno, Ogden North EC
Runners-up: Karen Daniels, Sheryl Nisely, Billie Smith and John Levanger

for the Governor's Manager of the Year Award. Linda Salimeno of the Ogden North EC was selected as DWS' Manager of the Year.

Debbie Henriod is a Goshute Tribe Native American who had been on assistance for over ten years. Finding work near the reservation was difficult, but with encouragement and assistance from the Job Search Workshops, Debbie is now success-

fully employed at the Stateline Casino. Her determination can be measured by her daily two-hour commute.

Channa Montague is, according to her employment counselors, “the most positive customer I’ve seen; inspiring and uplifting to everyone in the workshops,” and “strongly focused and motivated to create a better life for her daughters, twin girls, age 10, and a 6 year old daughter.” She boasts a 100 percent attendance for the Job Search/Retention as well as other workshops.

After landing a good job immediately following the completion of a workshop in April, she received a January, 2001 layoff notice. Channa remembered her employment counselor telling her, “that the best time to get a job is when you already have one.” So Channa did not wait. She was hired at Discover Card in a better position than the one she left.

Heidi Ekker was hired by DWS after completing a Work Experience and Training (WEAT) internship. She was able to gain both skill and confidence while working at DWS’ Administration South Office. Heidi indicated that the experience changed her whole life for the better.

Mel Mosher was a dislocated worker who came to DWS for job search assistance. His aptitude scores supported looking at a training program. He enrolled in the College of Eastern Utah truck-driving program and completed the course in half the time. In addition, he was able to get his CDL with endorsements. His aggressive work search resulted in a full-time truck-driving job in the western states. His family has made the adjustment while he has negotiated to get home regularly. Mel has been successful in transferring some of his previous skills to another career that supports him and his family.

Clearly, DWS has created a customer-responsive, performance driven workforce development system guided by the State and Regional Councils on Workforce Services that is having a positive affect in the lives of our customers. Job seekers are better prepared to meet the demands of employers’ needs, while the needs of tomorrow’s workforce are being anticipated in order to prepare and strengthen them for success.



Channa Montague, second from left, was honored at Central Region’s “Celebrate Success” Banquet and Awards Ceremony. Pictured with Channa are her three daughters and her DWS employment counselors and trainers (from left to right): Tracy Harris-Belnap, Justin Jones, Debbie Garrettson, Mary Silva, and Mary Anne Barber.



Mel Mosher, a dislocated worker, was able to get a truck-driving job through hard work and the help of DWS.

A Veteran Success Story ...

Charles Peterson, a 60 year old dislocated and disabled veteran, was seeking a career change with more opportunity and income. With assistance from a local veterans’ employment representative Mr. Peterson acquired his commercial drivers license, and was hired at Knight Transportation as a Tractor Trailer Truck Driver starting at \$16 per hour.

*We will set the national
standard of a high-quality
workforce by being the
employment connecting point
for employers, job seekers and
the community.*
